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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Whitehead

SERIAL NO.: 10/029,366 ART UNIT:

FILED: 12/19/01 EXAMINER:

TITLE: Method And Apparatus Providing Convergent Solution To End-To-End,
Adaptive Business Application Management

ATTORNEY DOCKET NO.: 924.0001.U1(US)

Assistant Commissioner For Patents

Washington, D.C. 20231

Preliminary Amendment

Sir:

Prior to an office action on the merits, please amend the application as set forth below.

IN THE CLAIMS:

Pease add the following new claims:

A1
CONT'D

26. A multi-service communications system comprising at least two different communication delivery systems selected from a group comprising a telephone service delivery system, an Internet service delivery system, and a television service delivery system, characterized in that the multi-service communications system further comprises:

a multi-service administration system comprising a sales system, a billing system, a provisioning system, and an enterprise application integration support system software coupling, wherein the sales system, the billing system and the provisioning system are adapted to provide sales, billing and provisioning for the at least two different communication delivery systems through the same enterprise application integration support system software coupling.

02/27/2002 SHINASS1 00000014 10029366

01 FC:103
02 FC:102

270.00 OP
84.00 OP